

# AUTOMOTIVE MANAGEMENT PROFESSIONAL

**K.S. SYED HABIB BASHA**

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syhabsha

Date of Birth: 14<sup>th</sup> April 1972

Tharamani. Chennai: 600113.



**Summary:** Experience in Managing Automobile after Sales and Service operation with market leading Brand. Be as a Management Professional with more than 26 years of extensive experience in Automotive Industry, ensure the sustainable growth of Net Sales and profit through managing service operations and service management by After Sales And Service as well as core competencies in logistics and automobile fleet repair, Seeking a managerial position with a dynamic organization to utilize accrued skills in making tangible contributions to the financial bottom line.

**Objectives:** Opportunity to provide outstanding Technical support and after Sales related Services and help to achieve goals and mission of the organization.


**Skills:** Excellent technical skills, ability to work quickly and to respond to any changes Able to narrow scope of vehicle issues respond to any changes Able to narrow scope of vehicle issues based on customer descriptions Adept at handling customer complaints in a professional efficient manner Proficient at an assortment of customer service task Requirements Gathering, Self-Motivated & Problem solver. Good interpersonal skill. Excellent Creativity, Ability to quickly analyze a problem and develop an effective response Creative problem solver Well versed with designing and engineering principles Excellent analytical and multitasking skills Excellent communication and coordination skills Ability to work confidently.

<b>Educational Qualification</b>	<b>Diploma In AUTOMOBILE ENGINEERING</b>
	<b>Hindustan Institute of Engineering Technology,</b>
<b>Computer Related Skills</b>	<b>Certificate in DOS, WordStar, Windows, Excel</b>
	<b>WIN 2000, WIN XP, WIN VISTA, JAVA, ORACLE, VB+.</b>
	<b>DMS, SAP &amp; Kerridge Autoline</b>

<b>On Job Training</b>	
<b>Honda</b>	<b>Service Advisor Seminar I &amp; II at M/s. Honda Siel Cars India Ltd, Noida – Delhi.</b>
<b>Honda</b>	<b>National Level Service Advisor contest at 2004.</b>
<b>Java</b>	<b>Brain Bench Certificated JAVA2 – GUI Program</b>
<b>Jeep - Compass</b>	<b>General Manager Training With FCA</b>


<b>Strengths</b>	<b>Strong Subject knowledge and meticulous with paper work. Cohesive team member and patient under stressful situations. Positive leadership qualities with a strong background of practical and theoretical knowledge in the automobile industry. Can train employees on the job effectively.</b>
<b>Languages known</b>	English ,Hindi, Tamil, Urdu & Arabic

## Experience of Job Description

<b>Designation: General Manager Service</b>	
<b>Organization: Jeep Royale</b>	
<b>Exclusive Jeep Store for Jeep Compass, Grand Cherokee, SRT SUV &amp; Wrangler Jeep</b>	
<b>Place : Chennai</b>	
<b>Duration : August 2017 to Till Date</b>	

Heading the Dealership operations of After Sales & Service for **5 Exclusive Branch of 3S Jeep Stores & 5 facilities For Fiat Passenger cars Service Branch Operations for Workshop**, Spare parts, Warranty, and Body Shop and New Vehicles Pre- Delivery Inspection Division. **With the Man Power of 250 Technicians & 75 Staffs'** Develop dealer operating standards as per the guidelines of principal company Fiat Chrysler Automobiles.

Part of the Steering Committee to improve the CSI performance of dealers PAN India by developing an Excellence Achievement Plan for bottom performing dealers and monitoring them Implement Express Service at dealerships .Developing training modules for dealer staff on soft skill and also supporting staff for training calendar roll-out for the year. Hiring all management positions, completing performance evaluations regularly and developing short and long-term goals for each department manager includes administrative, sales, parts, collision and service departments). Resolving Customer Concerns via Phone or Direct Visit to customers place to improve Customer Satisfactions. Manage a team of direct reports and provide accurate and timely information to direct reports related to Performance appraisals, career coaching and disciplinary action as required.

<b>Designation: Regional Service Manager - Operation</b>	
<b>Organization: Towell Auto Centre LLC</b>	
<b>Exclusive Distributor's For Mazda, Geely Passenger Car Division. Higher Buses, JAC Commercial Vehicles</b>	
<b>Place : Sultanate of Oman</b>	
<b>Duration : June 2013 to July 2017. – 4 Years &amp; 2 Months</b>	

Responsible for Service Operations of **5 service branches in Oman**. Manage After sales operation covering Service, Parts, Body shop, Warranty. Support Location Manager to ensure operations. Operates at set standards & **Achieved targets of 150 thousands Omani rials per month**. Analyze branch KPI's and Improve Customers satisfaction. Branch Operational responsibilities for Including holding stocks and minimization of obsolete stock. Audit on front office documentation and invoices for correctness to avoid revenue leak. Meeting Service operational needs of each branches. Visit insurance companies to bring in more vehicles for Body shop repairs. Conduct service promotion activities in liaison with Head office to increase inflow in workshops. Frequent visit to fleet and leasing companies to bring in more vehicles. Resolve most complex business problems for those on the team. Preparation of Training calendar based on the Training Needs Identification.

**Designation: Deputy Service Manager**

**Organization: Saud Bahwan Automotive LLC**

**Exclusive Distributor's For TOYOTA, LEXUS, KIA, FORD, DAEWOOD & DIAYATSU Passenger Cars Division. Hino & Man Commercial Vehicles Division**

**Place : Sultanate of Oman, Buraimi Branch**

**Duration : October 2007 to April 2013. – 5 Years & 7 Months**



SAUD BAHWAN Group

As a Deputy Service Manager Establishing short / long term budgets & corporate strategies for achievement of top line & bottom line service targets across the assigned region.

Managing all facets of After Sales Business, incorporating basic Service operation, Body Shop & Marketing / Customer relation programs, and Inner sales of parts. **The team comprising of over 125 of varied functions from Service Engineers, Front line staff, outdoor staff & technicians. Branch Monthly turnover of 250 thousands Omani Rials.**

Continuously monitoring service appointment system, customer satisfaction, complaint reports and trends. Conducting monthly analysis of key performance indicators like Productivity, Efficiency, Labor utilization, Labor & Service Parts Sales, Labor & Service parts Gross Profit, Labor & Service Parts Sales per Repair Order, Labor & Service Parts Sales per bay per day, Appointment Rate, Warranty Handling etc. Liaison with the principal with technical issues, product concerns, manpower training and implementation of system devised by the principals and management. Establishing relationships with Government and corporate clients to generate business.

**Technical Service Management:**

Managing overall diagnosis of faults by discussing faults with customers, and rectifying faults as well as attending meeting for product information / product fault.

**Designation: Senior Technical Officer.**

**Organization: TVS Sundaram Motors Limited**

**Exclusive Dealership for Honda Passenger Car Division.**

**Place : Chennai.**

**Duration : March 2000 to October 2007. - 7 Years & 8 Months**



Heading Front Office Team of 8 Service Advisors and the inflow of 60 cars per days and Allotting Day to day work to entire team and monitoring status of Work Completion. Centre point of all technical related activities, query and execution. Understanding customer requirements and Resolving customer concerns via mail, phone, updating of PSF Reports. Monthly Trend analysis report, Delight the customers. Ability of handling & Resolving Technical problems, Attending customer's problem and solving technical issues, Closing Service Advisor follow up after satisfying customer concerns. Customer interaction towards complaints and dissatisfaction and ultimately gain customer satisfaction. Coordinate front desk and back office activity. Continuous audit and follow up towards repairs and maintenance of workshop equipment. Active member of TVS SUNDARAM MOTORS LTD Breakdown team as 24\*7.

**Designation: Service Advisor**

**Organization: Vijai Sales Corporation**

**Exclusive Dealership For Daewoo Motors Cielo Car & Bajaj Tempo Traveler Division**

**Place : Chennai.**

**Duration : August 1991 to December 1999. - 8 Years & 5 Months**



To receive the in warding service vehicles from customers, Job card opening, Job progress, follow up and delivery of vehicles. Handle phone calls along with personalized questions coming from customers. Ascertain problems and services by listening to customer's description of symptoms, clarifying description of problems, conducting inspections. Verifies warranty and service contract coverage by examining records and papers, explaining provisions and exclusions. Prepares repair orders (RO) by describing problems, maintains customer report and records. Performs visual inspection / diagnostics of vehicle, using various checklists, diagnosis tools and aids during service reception. Actively communicate with customers if additional work is required, explain safety, cost and time impact as well as update on repair progress. Performs visual inspection of the vehicle Pre Delivery Inspection (PDI) before it handover to the customer. To forecast the servicing vehicle which was serviced by our technicians, To Coordinate Post Service Follow up for serviced vehicles. To prepare the status for Vehicles report and customers service feedback reports. Promote service packages and conducting service campaigns. Make Service reminder calls and send service reminder letters to customers.

## **Declaration**

**I am hereby declare that the above furnished details are true to the best of my knowledge and belief.**

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